

THE SUMITOMO BANK, LIMITED
INTERNATIONAL FINANCE DEPARTMENT, USA
277 PARK AVENUE
NEW YORK, NY 10172

Date: August 5, 1997

Alexis Merrit
Time Warner Cable of New York City
120 East 23rd St. New York, NY
10010-4567

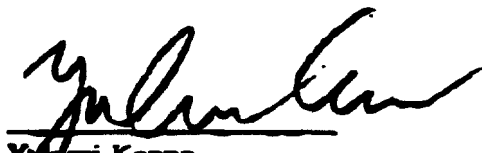
Dear Alexis:

I am requesting a technician for my Time Warner Services. I would like a cable wire to be installed, for my apartment only.

As I understand it, if I am not sharing the cable wire with another apartment, and if my cable wire is hooked to the proper main cable box, I will have no problem receiving the Time Warner channels. Milford Management is claiming that my apartment #5A at Liberty Terrace shares a cable wire with apartment #4A. I am currently getting RCN, to my annoyance.

I would like to schedule a time for a technician to come on August 11th or 18th through 23rd for the cable work. I would appreciate if you could send me a written confirmation about the schedule. If I am not available, I will have the building concierge escort the technician up to my apartment. I would appreciate if you could fax me the reply on August 8th, at my work fax number which is (212) 224 - 5191 or 5188.

Thank you very much.


Yummi Kondo

cc: Peter Harvey, Esq.

SEP. 15, 1997 5:07PM

TIME WARNER CABLE 212 420 4812

NO. 2762. P. 5

THE SUMITOMO BANK, LIMITED
INTERNATIONAL FINANCE DEPARTMENT, USA

277 PARK AVENUE
NEW YORK, NY 10172

Alexis Mercitt
Time Warner Cable Company
120 East 23rd St. New York, NY
10010-4367

Dear Alexis:

I have been a subscriber of Time Warner Cable for some time now, and was very happy with the service I was receiving. However, since April, I have been experiencing problems with cable service. I still am. On and off, I started receiving RCN cable, although I do not subscribe or request that service. Then, I started only receiving RCN (not not channels, but reception of pictures and voice). Sometimes I would have no cable at all.

Time Warner technicians have been to my apartment more than 6 times. Each time they come, it is fixed, and I do receive Time Warner services for a day or two. Then, after a day or two it switches back to RCN. Just to note, on the second visit by the Time Warner technician, I had a single cable wire pulled from my apartment directly to the main cable box. This was because I was sharing a cable line with apartments above and below (#4a & #4b).

Time Warner technicians had told me the problem was that my cable wire is hooked onto RCN's main cable box, when they come. How could this be, unless someone did it deliberately?

Also, I had just received a phone call from our Management Office. They had told me that the cable problem was because I was sharing a cable wire with apt.#4a, which has RCN. How could that be, when I am supposed to be hooked directly and solely to Time Warner? My management office had asked me whether having RCN was a problem for me. It is, because they do not have a program I need to watch every day. I explained to them my situation. In addition, on a side note, RCN had called me about a month ago to try to schedule a day to hook me onto RCN. They told me I requested the service, which I did not.

All I am asking is my Time Warner service. I would appreciate very much if you could take my case very serious, as a disturbance from one of your competitors.

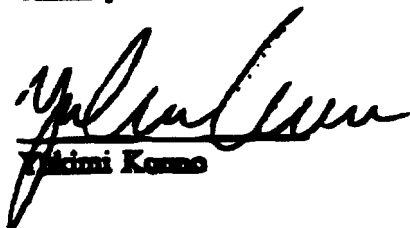
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If you wish to contact me, my work number is 212 - 224 - 4123.

Thank you


Yoko Kanno

380 Rector Place #5A

NY NY 10280

212-786-0891

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INTERNATIONAL FINANCE DEPARTMENT, USA
277 PARK AVENUE
NEW YORK, NY 10172

Alexis Merrit
Time Warner Cable of New York City
120 East 23rd St. New York, NY
10010-4567

Dear Alexis:

I would like to file a complaint regarding recent occurrences with my cable service. I have been a customer of yours for a while and was happy with the service I was receiving. However, from the middle of April of this year I have had problems receiving your cable services due to, as I understand, to RCN Cable.

I started receiving RCN Cable, on and off, although I had not requested their service. Worse, I was cut off from cable for few weeks all together.

Technician from Time Warner had come to correct the situation at least 6 times. On the first two visits, your technician had pulled a cable line directly and specifically for my apartment. This was because I was sharing a cable with two other apartments which had RCN. This should have solved the problem. But then the following day, I started getting RCN again. Ever since, a technician will come to fix and hook me onto Time Warner, then the following day I start receiving RCN (or after RCN technician had visited our building. I had confirmed with the concierge of the building).

Your technician have been telling me that the cause of my cable problem was that my cable was hooked to RCN box, when it should be hooked to Time Warner's. This would not happen unless it was deliberately done so by someone, which I believe is RCN technician. In addition, I even received a phone call from RCN, where their customer service operator told me that I had requested their service, and wanted to schedule a day to hook a cable with them. I had made no such request and told them so. I was disgusted with the whole situation. All I am requesting is my cable service from Time Warner. I think if RCN keeps this up, they should be banned from operating. On a side note, many other Time Warner subscribers in my building is having the same problem as I am.


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I would appreciate if certain action or an investigation could be taken against RCN Cable so that they will stop this nonsense.

Thank you


Yukimi Konno

Address: 380 Recton PL #5A
NY NY 10280